ASSISTING USERS WITH WEB PAGES

Abstract of the Disclosure

A system enables a service provider to provide real time, on-line help to a web page user. When the web page user initiates a help request, a client agent may

5   automatically provide a service provider with information, about the particular web page that is causing the problem, sufficient to enable the service provider to access the web page. The agent also initiates a chat session between the service provider and the client. In this way, the service

10   provider can see the actual web page that is causing the problem and may communicate through the chat session channel with the user. In one embodiment, a chat session dialog box may overlie the associated web page.